

**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

**In the application of : O'KEEFFE, Michael et al.**  
**Serial No. : 10/741,519**  
**Filed : December 22, 2003**  
**For : Remote control of a contact within a contact centre**  
**Examiner : GAUTHIER, Gerald**  
**Art Unit : 2614**  
**Confirmation No. : 4453**  
**Attorney Docket No. : 920673-95341**

**PETITION FOR EXTENSION OF TIME**

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

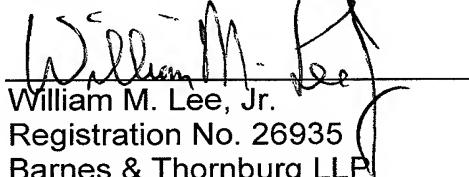
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the office action of September 3, 2008. Response will therefore be timely if filed with the Patent and Trademark Office no later than January 3, 2009.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$130.00 should be deducted from Deposit Account No. 12-0913.

December 31, 2008

Respectfully submitted,

  
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